

SECTION VI
2015 DEPARTMENT ON AGING
PROGRAM/SERVICE GUIDELINES

A. Service Delivery Guidelines

Applicants for Department on Aging funding to provide **Family Caregiver Support and Alzheimer's Disease Direct Services**, must comply with and incorporate the following:

Where indicated, applicants must include a description of how they will meet specific guidelines in the appropriate sections of Exhibit I including individuals diagnosed with Alzheimer's disease or any other irreversible dementia and their caregivers.

1. Program Activities

- a. Applicants must clearly demonstrate how their proposed program will work effectively with the public and private sectors to access family caregiver resources and provide direct services to those under the AFCSP. **(2.0 Program Summary)**
- b. Applicants must clearly demonstrate how their proposed program will identify gaps in service and support for family caregivers. Subsequent to identification of gaps in service and support, applicant must develop and implement strategies for elimination of the gaps. **(2.0 Program Summary)**
- c. Applicants must clearly demonstrate the ability to maintain a caregiver network, which includes caregiver agencies and family caregiver support groups and how it will function in a coordinated fashion in addressing caregiver needs.
- d. Applicants must clearly demonstrate how they will maintain accurate monthly records of their proposed program activities. **(2.0 Program Summary)**
- e. Applicants must clearly demonstrate how they will carry out the activities necessary to administer and maintain the proposed program. **(2.0 Program Summary)**
- f. The service provider must demonstrate how their program will develop a plan to increase the awareness of family caregiver issues. **(2.0 Program Summary)**
- g. Applicants must demonstrate the ability to maintain community-wide family caregiver outreach and support. **(2.0 Program Summary)**
- h. Applicants must clearly demonstrate the ability to develop/ and or maintain a family caregiver tool kit, including information about available services as well as access to those services. **(2.0 Program Summary)**
- i. Applicants must clearly demonstrate how the proposed program will link with agencies in the community for both outreach and education for the purpose of supporting employed family caregivers. **(2.0 Program Summary)**
- j. Applicants must clearly demonstrate strategies for resource development and fundraising to enhance outreach efforts. **(2.0 Program Summary)**

k. Applicants must demonstrate how this program will expand caregiver support groups and caregiver training opportunities. **(2.0 Program Summary)**

l. Applicants must demonstrate a willingness to perform other activities that may be agreed upon and included in the Department on Aging contract. **(2.0 Program Summary)**

m. The service provider must coordinate the services it provides with other community agencies and organizations to avoid duplication. **(2.0 Program Summary)**

n. The service provider must develop and evaluate educational programs and forms designed to increase awareness and knowledge of family caregiver issues. **(2.0 Program Summary)**

o. The service provider must develop innovative mechanisms to reward and support family caregivers. **(2.0 Program Summary)**

p. The service provider must conduct research on strategies that effectively support family caregiving. **(2.0 Program Summary)**

q. Applicants must demonstrate the ability to provide respite and supplemental services as described by state guidelines and direct services to those in the AFCSP. **(2.0 Program Summary)**

2. Unacceptable Program Activities

a. Activities that duplicate services already provided to Milwaukee County's family caregivers of older adults. **(2.0 Program Summary)**

b. Activities that are unrelated to carrying out the Department on Aging program contract. **(2.0 Program Summary)**

3. (a) Eligible Clients NFCSP (2.0) Program Summary

(1) Family Caregivers;

Priority is to be given to

- a. family caregivers of people who have been diagnosed with Alzheimer's Disease and other dementia including persons with Alzheimer's Disease below 60,
- b. family caregivers who are older individuals caring for people, including children with severe disabilities and
- c. family caregivers who are older individuals with greatest social and economic needs.

(2) Grandparents or older individuals that are relative caregivers 55 and over caring for minors under the age of 19.

(3) Grandparent or relative caregivers, providing care for adult children with a disability, who are between 19 and 59 years of age. These caregivers must be age 55 years and older and cannot be the child's parent. Services provided to these caregivers shall not be counted against the 10% ceiling for grandparents and other caregivers. Priority is to be given to family caregivers providing care for an adult child with severe disabilities.

3.(b) Eligible clients AFCSP (2.0) Program Summary

The administering agency shall determine the eligibility of each household or person residing in a home setting (not facility) in Milwaukee County who applies to participate in the AFCSP by establishing that the household or person meets all of the following conditions:

- (1) **Diagnosis of Condition:** Diagnosis of probable irreversible dementia: Alzheimer's, vascular dementia, Pick's disease, mixed or undetermined dementia, etc. (Mild cognitive impairment is insufficient diagnosis)
- (2) **Household Income:** The person with Alzheimer's disease and that person's spouse are expected to have a joint income of no more than \$40,000 for the 12-month period immediately following application for the program, except that in determining the income of a household with a joint gross income of more than \$40,000, the administering agency shall subtract any expenses attributable to the Alzheimer's-related needs of the person with Alzheimer's disease or of the person's caregiver. If the net income determined by subtracting Alzheimer's-related expenses for a household is \$40,000 or less, the household shall be considered as having met the household income eligibility condition.
- (3) Not simultaneously receiving help through NFCSP, (for the same service purpose, COP/Waiver, or Family Care.
- (4) No asset test.

4. Generation of Clients

- a. Applicants must clearly demonstrate how they will generate potential clients for the program and if needed methods of referral to the Department on Aging for eligibility determination. **(2.0 Program Summary)**

5. Program Personnel

- a. Applicants are expected to submit job descriptions for all positions receiving full or partial Department on Aging funds. **(Required Appendices 1, Job Descriptions)**
- b. Recognition will be given to those programs that employ older adults aged 45 or over. **(3.0 Program Staffing Information)**

6. Program Coordination

- a. Applicants must demonstrate how they will establish and maintain linkages with other public and private family caregiver organizations/entities in Milwaukee County. **(2.0 Program Summary)**

7. Program Goals and Objectives

- a. Applicants must specify the program objectives and the methods and time frame to achieve objectives for the proposed development of a family caregiver support network and the provision of direct services for those funded through the AFCSP. The methods should specify the operational and quantitative steps necessary to accomplish the objectives. The time frame should indicate when the objectives would be completed. **(2.0 Program Summary)**

8. Outcomes

Provider will be required to implement and measure at least two outcomes in 2015. The outcome along with implementations guidelines and measures must be stated in the proposal. An annual client satisfaction survey is also required with results to be provided to MCDA Program Coordinator.

9. Reporting and Billing Requirements

Providers must submit to the Department on Aging a monthly bill for services provided and any appropriate service reports by the fifth working day of each month. All providers will be required to implement or use the National Aging Program Informational System (NAPIS), to fulfill state and federal reporting requirements.

(2.0 Program Summary) Please note that there is a 25% match for funding provided through the NFCSP.

(4.0 Budget Summary) Funds provided through NFCSP: Administrative costs limited to 10% of grant. Supplemental services cannot exceed 20% of grant expenditures.

10. Contributions

Applicant agrees to provide all clients with the opportunity to make a voluntary contribution toward the cost of Family Caregiver Support Network in accordance with prevailing Department on Aging policy. Applicants will also provide employers with the opportunity to make a voluntary contribution. Contributions will be reported in monthly billing reports in the month received and used for Development of Family caregiver Support Network enhancement. **(2.0 Program Summary) (See also Section V, Contribution Section)**

11. Reimbursement

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

12. Insurance Requirements/ Specifications

“Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

- (1) General liability;
- (2) Automobile liability;
- (3) Employers liability;
- (4) Workers compensation;
- (5) Waiver of subrogation for workers compensation in favor of Milwaukee County;
- (6) Comprehensive Crime/Employee dishonesty;
- (7) Milwaukee County Department on Aging as additional insured for general liability;
- (8) Milwaukee County Department on Aging as additional insured for automobile liability;

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, provides certificate(s) of insurance that includes all items listed above.”

Bonding Requirement

\$10,000 or 10% of contract amount, whichever is greater, through either a fidelity bond or as part of comprehensive crime coverage; for agencies with multiple contracts, coverage must be based on the dollar amount of the largest contract.